

We claim:

- 5 1. A method to create some structure from the knowledge base of an organization, the knowledge base comprising a document database (DB) and queries submitted by users concerning the documents, wherein the method performs monitoring and clustering to enable analysis of the ideas of the organization, the method comprising:
 - Submission of an hierarchical query;
 - recording the queries of the organization, comprising saving-submitter and organization information;
 - 10 comparing queries using a weight matrix generated by a distance function; and
 - clustering of the queries into a semantic structure.
- 15 2. The method according to claim 1, further comprising: gathering data for the organization and entering it in the organization DB.
- 15 3. The method according to claim 2, comprising the steps of:
 - gathering data into the organization DB;
 - generating a vector structure of the data; and
 - using the vector structure in order to form semantic familiarities (clustering words, i.e., "connections")
- 20 4. The method according to claim 2, further comprising enhancing the queries for later pre-processing of the data, in order to best exploit the latter element of method 3.
- 25 5. The method according to claim 4, wherein enhancing comprises:
 - enhancing words appearing in queries by multiplying the number of appearances with a constant;
 - comparing the distribution of a word within the organization DB and its distribution in Natural Language (NL); and
 - weighting words appearances in the DB and the queries relative to appearances in the NL.
- 30 6. The method according to claim 4, further comprising clustering the data.
7. The method according to claim 6, wherein clustering the data comprises:

using information theories in order to assemble and represent the data, thereby overcoming an information bottleneck;

using queries as prior knowledge for the information bottleneck;

5 clustering data (agglomerative, sequential clustering); and

using queries as a predisposed factor, thereby replacing the random factor when performing clustering.

8. The method according to claim 6, further comprising using queries' data for searching information (implementing a search engine).

10 9. The method according to claim 8, comprising the steps of:

searching information using the queries' structure (clusters);

presenting queries' structure with respect to a new query (when a user presents a new query, the system rates the nearest clusters according to the new query); and

15 presenting submitted queries in order to facilitate the submission of a new query.

10. The method according to claim 8, further comprising using the queries structure to create an organization map.

11. The method according to claim 11, wherein using the queries structure to 20 create an organization map comprises:

developing a method that facilitates the designation of experts concerning the requested data; and

providing a graphical organization map of the data occurrences and the experts.

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